# Nokia Call Connect 2.2 and 2.3 for Alcatel Lucent

NOKIA
Connecting People

Data Sheet

## Put the Power of Desk Phones in the Hands of your Mobile Workforce

Nokia Call Connect simplifies the corporate telephony architecture by helping to eliminate overlapping telephones. Employees can use their mobile devices as primary business phones. Nokia Call Connect for Alcatel-Lucent integrates Nokia Eseries mobile phones with the fixed corporate telephony infrastructure. Call Connect helps to increase user productivity by extending desk phone features and a single business number to mobile devices.

## Key benefits include:

### Increase Customer Satisfaction

With Nokia Call Connect for Alcatel-Lucent, your customers can more easily reach your employees, who will have the features needed to rapidly resolve customer issues. For example, one business number reaches your employees, whether they are in the office at their desk phone or on the road with a mobile phone. And desk phone functionality – including transferring to or conferencing in the person able to address a question – significantly increases the opportunity to achieve first call resolution.

### Improve Employee Efficiency

Nokia Call Connect for Alcatel-Lucent can improve the efficiency of your on-the-go personnel with mobile access to productivity-enhancing desk phone capabilities and push-button switching between business and personal profiles. Communications are greatly simplified – users only manage one business phone number and one business voice mailbox for one or multiple devices. And the large color screen on Nokia Eseries devices showcases the intuitive user interface for easy access to advanced voice commands via simple menus, icons and buttons.

### Increased Return on Investment

The ability to leverage your fixed backoffice voice investments – your Alcatel-Lucent communication solutions with telephony, voice mail system, billing and call accounting systems, conference bridges, call recording systems and more – into a mobile voice solution, can increase your return on investment.

### Opportunities to Manage Costs

Your Alcatel-Lucent infrastructure enables you to bill mobile calls to the user's desk phone, reducing the time and costs of managing mobile phone expenses – for your employees, managers and accounting department. In addition, call reverse and least cost routing on the Alcatel-Lucent OmniPCX can deliver savings on international and long distance calls by using the most cost-effective networks. And for truly mobile and telecommuting personnel, you can opt to issue just a mobile phone.

Seamless usage of both cellular and WLAN access, where WLAN is the preferred method for IP communications, offers the ability to reduce mobile service fees and improve control over telecommunications costs by allowing employees to utilize private WLAN networks instead of cellular networks in the corporate office.

### Turn to Nokia and Alcatel-Lucent for More

Nokia and Alcatel-Lucent are working together to deliver more value from your existing fixed voice investments. Integrating Nokia Eseries devices with your Alcatel-Lucent OmniPCX system provides a mobile voice solution that makes smart investment sense.

## Nokia Eseries Advantage

Nokia Eseries devices are designed to put popular business tools at the fingertips of your employees – from business voice calls and email to Internet and Intranet access – all on a single, easy-to-use device.

Nokia Eseries devices offer:

- **Business-class mobile email:** Mail for Exchange and Lotus Notes Traveler and other popular third-party corporate email solutions
- **Advanced business voice functionality:** via Alcatel-Lucent OmniPCX integration solutions
- **Connectivity:** supports multiple connectivity options
- **Security and device controls:** compatible with third-party security and third-party device management solutions
- **Business-tuned performance:** extended battery life, quality speakerphone, popular business accessories

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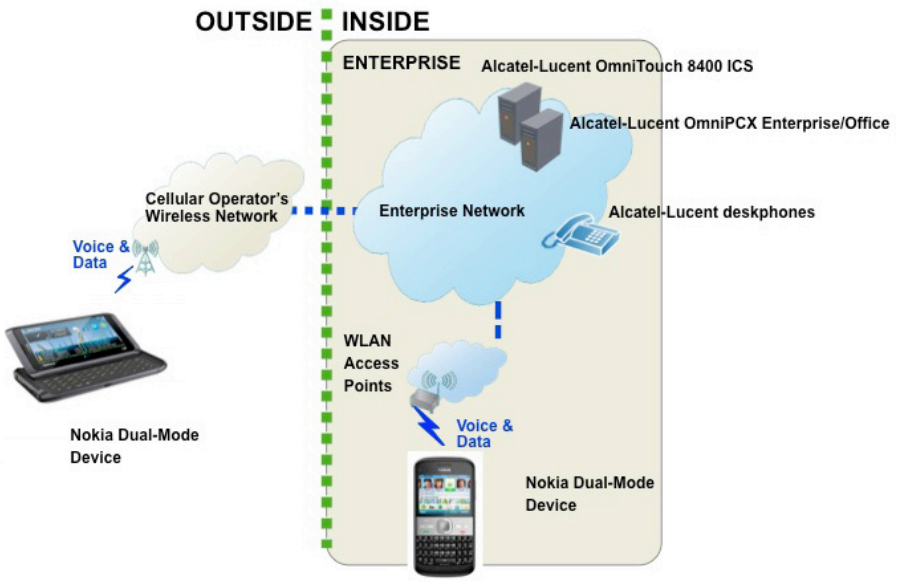
| Nokia Eseries | | | |
|---|---|---|---|
| **Basic call features** | | | |
| Automatic Registration Supported in | When user enters the office and the device detects the business WLAN network, Nokia Call Connect will automatically register to the PBX. After successful registration, the device will appear as a native end point on the corporate voice infrastructure and all inbound and outbound calls will be routed using the PBX. | ✔ | |
| Activate Business and Personal Mode | Business mode activation registers the Nokia Call Connect client to the PBX and enables business voice services. Personal mode activation deregisters client from PBX; the mobile terminal then operates in cellular network like a normal GSM subscription. | ✔ | ✔ |
| Make Business Call | After successful registration to PBX, user can keep on using all normal dialing methods and initiate calls from contact directory, messaging application or call log. | ✔ | ✔ |
| Make Personal Call | User can make a personal call that is not routed through the corporate PBX, also when Business Mode is active. In this case, user's cellular number will be shown to the destination party. | ✔ | ✔ |
| Emergency Calls | Emergency calls are primarily routed through the cellular network. However, when coverage is not available, Nokia Call Connect will try the call through WLAN and PBX (applies for OXE only). | ✔ | ✔ |
| Change Availability Status | User can change his/her availability status to: available or do-not-disturb | ✔ | |
| Handle Incoming Call | User can receive both personal and business calls. The personal calls are routed directly from cellular network and business calls come through the PBX and advanced services enabled by Nokia Call Connect are available for them. | ✔ | ✔ |
| Set Callback Request | User can activate a callback request to a destination party that is busy at the time of calling. When the destination party becomes available, the PBX automatically establishes a call to the original caller and then to callee party. | ✔ | |
| Hear Current Availability Status | User can check the current availability status settings by calling to the PBX and listening the audio notification. The call can be established directly from the application menu. | ✔ | ✔ |
| Dual phone ring Supported in | User can enable and disable the simultaneous ringing for business calls and set whether the incoming calls ring only on either desk phone or on mobile device. | ✔ 9.0 only | |
| **Voice mail and data services** | | | |
| Call Business Voice Mail | A user can call his/her voice mailbox using the shortcut button. | | |
| Deposit Message | When the user calls a co-worker who is at another number on the same PBX, but the co-worker's line is busy, the user can select the Deposit Message feature. The client then connects the user to the other party's voicemail. | | |
| Corporate directory search and contact details | User can access the corporate directory, make queries to it and view contact details by using a built-in directory application or a third-party application like Mail for Exchange. The service is available both in cellular network and in corporate network. | | |
| Save contact | From corporate directory query results, user can choose to save a selected contact to the local contact database. | | |
| Click to communicate | From corporate directory query results, user can initiate call, SMS or email to the selected contact. | | |
| **In-Call features** | | OXE | OXO |
| Park Active Call supported in OXE only | Call park enables users to put an active call on hold, then pick it up from another end point. When a user parks an active call, a park number will appear on the user interface. | ✔ | |
| Pick Up Parked Call | User can pick up parked calls from the parked extension using call pickup. | ✔ | |
| DTMF | During an active call, a user can interact with voicemail systems and interactive voice response systems (IVR) by sending DTMF tones. | ✔ | |
| Attended and unattended call transfer | While having two calls, one active and one on hold, a user can transfer the active call to the third-party call. The original user will become disconnected from all calls, while the two remaining parties continue the call. The user also can directly transfer a selected call to a third party. | ✔ | |
| Transfer Call to Desk Phone | User can switch the active call to his/her business desk phone. | ✔ | |
| Swap Calls | While having two calls, one active and one on hold, a user can swap between the calls. | ✔ | |
| Start Three-Party Conference | While having two calls, one active and one on hold, a user can activate a three-party conference call. | ✔ | |
| End Three-Party Conference | A user can disconnect from a conference call by ending the active conference call. | ✔ | |
| Reverse Active Call | User can reverse the active call with this feature. The PBX will immediately terminate user's connection, while maintaining the connection to the other party. The PBX then calls to the original calling party user. The feature may provide cost savings while travelling outside the home network coverage. | ✔ | |
| Switch to cellular | When leaving the corporate WLAN coverage, user can manually hand over the active call from WLAN to the cellular network. | ✔ | |
| Automated WLAN-GSM-WLAN handover | When leaving the corporate WLAN coverage, Nokia Call Connect will automatically and seamlessly hand over the call to the cellular network. User can continue the active call without significant interruption. When user comes from the cellular coverage to corporate WLAN coverage, Nokia Call Connect will hand over the call from cellular to WLAN network. | ✔ | |

| Remote access and security | | OXE | OXO |
|---|---|---|---|
| Compatibility with VPN | To enable remote connection or to add additional security for VoIP calls, Nokia Call Connect can be used together with Nokia VPN client and predefined SSID. | ✔ | |
| **Configuration and settings** | | **OXE** | **OXO** |
| Modify Business Settings | User can modifiy the client-side application settings. Using Setting menu, the user selects the Settings section of the client then makes any desired changes. If any settings are changed, the client connects to the PBX and updates the PBX with the current settings. | ✔ | ✔ |
| Update Call | To update the current call forwarding setting on the PBX, the Forwarding Settings user selects this feature then chooses a call forwarding setting to update. Additionally, the user may cancel one or more call forwarding settings that are currently in effect. | ✔ | ✔ |
| Client Activation and Configuration | Before the Nokia Call Connect application can be used with the Alcatel-Lucent OmniPCX Enterprise, the Nokia Call Connect client must be activated through an activation service. | ✔ | ✔ |
| OMA Device Management | Nokia Call Connect supports open mobile alliance Management specification on device management (OMA DM). This enables use of OMA DM compliant device management servers to configure and update the application settings over-the-air. | ✔ | ✔ |
| WLAN Settings | WLAN settings cover configuration settings related to the WLAN settings connection and authentication. In order to register automatically to the Alcatel-Lucent OmniPCX Enterprise, a user has to allow the mobile device to scan available WLANs. | ✔ | ✔ |
| SIP Settings | SIP profiles include settings for Alcatel-Lucent OmniPCX Enterprise. | ✔ | |

*OXE = OmniPCXEnterprise **OXO = OmniPCXOffice

## System architecture




### Solution requirements for Cellular Mode, OmniPCX Enterprise Infrastructure

- Nokia Call Connect 2.2 or 2.3 for Alcatel-Lucent (cellular mode)
- Alcatel-Lucent Cellular Extension (ACE)
- Alcatel-Lucent OmniPCX 7.0 or newer
- OmniTouch 8400 ICS (optional)

### Solution requirements for Dual Mode, OmniPCX Enterprise Infrastructure

- Nokia Call Connect 2.2 or 2.3 for Alcatel-Lucent (cellular mode)
- Alcatel-Lucent Cellular Extension (ACE)
- OXE SIP license
- Alcatel-Lucent OmniPCX 8.0
- OmniTouch 8400 ICS (optional)

### Solution requirements for Cellular Mode, OmniPCX Office Infrastructure

- Nokia Call Connect 2.2 and 2.3 for Alcatel-Lucent (cellular mode)
- Alcatel-Lucent Cellular Extension (ACE)
- Alcatel-Lucent OmniPCX Office 7.0 for cellular

### Supported Nokia Eseries devices

- Nokia Call Connect 2.2; Nokia E51, Nokia E52, Nokia E55, Nokia E63, Nokia E66, Nokia E71, Nokia E72, Nokia E5 , Nokia E75 and Nokia E90 Communicator.
- Nokia Call Connect 2.3; Nokia N8, Nokia C7, Nokia C6-01, Nokia E7 and Nokia E6.

**Relevant firmware versions for each device need to be verified from the Nokia Call Connect 2.2 Admin Guide and 2.3 Release Notes.**

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